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# Tenant Handbook

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*Helpful tips,  
Advice for Emergencies  
and Useful Contacts*

**DAVID  
ANDREW**

your  
most  
valuable  
asset

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# WELCOME HOME

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*Dear New Tenant,*

As your property management team, we would like to take this opportunity to welcome you into your new home and thank you for choosing David Andrew Estate Agents.

This Handbook has been designed to assist you throughout your tenancy by providing you with relevant information. Please take the time to read it and it will hopefully answer the most common questions as well as help you settle into your new home.

David Andrew Estate Agents are committed to providing friendly and helpful service to all of our Landlords and Tenants. Therefore if you have any questions please feel free to contact your property manager and we will help you in any way we can.

*Sincerely yours,*

The Property Management Team.

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# Starting a tenancy

Now that you have moved in to your new property, please find outlined below some of the steps we recommend you take as you settle in.

## **Paying the rent:**

You will need to set up your standing order with your bank either by completing the Standing order form provided in your Welcome Pack and returning it to your bank or online. We advise that you set your banking order to leave your account 2 days before the rent due date.

Please refer to your tenancy agreement as to whether you are paying **David Andrew Estates** or your Landlord directly and set up your standing order accordingly.

## **Deposit:**

At the start of the tenancy you will be required to pay a security deposit, which will be held against any damage that is not considered 'fair wear and tear'. This will be registered, either by **David Andrew Estates** or your Landlord, with a Government Approved Tenancy Deposit Scheme within 30 days of the commencement of your tenancy and a certificate will be issued, as per the terms of your tenancy agreement.

## **Check-In Inventory:**

If instructed by your Landlord, we will arrange for an inventory to take place at the his expense prior to your move in, we will endeavour to have this available to you prior to move in or soon thereafter.

The purpose of the inventory is to:

- Detail the condition and contents of the property; and
- Give us a record to help determine if any charges are required against your deposit at the end of your tenancy.

Please read the inventory carefully, it will be assumed that you are in agreement with the inventory clerk's report unless you advise us within a 72 hour period that you are not.

Please note, when you come to vacate the property, a check out report will be conducted and you will be liable for its cost.

**Keys:**

We will provide you with one set of keys for each person named on the tenancy agreement.

**David Andrew Estates** and your Landlord will keep one set of master keys for management, emergencies or gaining access with your permission.

Lost keys/fobs and lock changes:

- If you lose or damage any keys you must pay for their replacement.
- You may come and borrow the management set of keys if you have locked yourself out; please bring a form of photo ID and return them back within one hour.

Your tenancy agreement does not allow you to change the lock(s) without prior permission.

## *Moving in checklist*

Please check you have organised the following where they are required:

- Council Tax registration
- Utilities:
  - Gas
  - Water
  - Electricity
  - Telephone (if required)
  - TV Licence
- Contents Insurance (please note you must insure your own contents)

**Taking Meter Readings:**

We advise all our tenants to take meter readings for all utilities at the start and end of your tenancy. This will enable you pass on information to energy providers and ensure that you are paying for the use of these services for your tenancy only.

There are a number of different types of energy meters out there. These range from modern smart meters, which tell you how much energy you're using in real-time, to prepayment meters, which you need to top up manually.

Make sure you familiarise yourself with your meters, gas and electric and contact the relevant energy providers to avoid any surprises

# Living in your property

In this section you will find a guide to maintenance for your home and what to do when encountering basic problems.

Please note that demonstrations of most of these tips are available through a simple Internet search and that manuals to most appliances can be found online with the make and model number.

## Looking After your Home:

You are responsible for keeping your home in good condition. To help you do this it is best to carry out small tasks and routine checks to prevent the build up of problems.

- Make sure you know where the main water stopcock is, and how to turn it off. It is usually where the main water pipe enters the property or by the kitchen sink.
- Be sure you know how to turn off Electricity and Gas supply in an emergency. See **'Turning off Electricity'** or ask a contractor when they next visit you.
- Wipe down all areas affected by condensation on a regular basis, and if any mould has formed, clean it off using a solution of 1 part bleach to 4 parts water, or an appropriate cleaning product.  
**See 'Condensation'.**
- Limescale can be removed from baths, sinks, shower heads and taps with a de-scaler available from most supermarkets and DIY stores.
- Blockages in kitchen sink waste pipes can be prevented by flushing through an appropriate drain cleaning product on a regular basis (available from supermarkets and DIY stores).
- It is your responsibility to replace light bulbs and change batteries for smoke alarms and CO detectors during your tenancy.  
**See 'Changing Light Bulbs & Batteries'.**
- Carry out regular Maintenance Washes and checks to keep your washing machine and dishwasher clean and in good working order.  
**See 'Washing Machine'.**
- Defrost your freezer compartment regularly. Letting ice build up could lead to your freezer not functioning properly or efficiently.

# Turning off electricity

If you need to turn off all electricity (e.g. due to a leak), use the main ON/OFF switch on the electricity consumer unit (Fuse Box).

## Checking your Fuse Box:

Familiarise yourself with your fuse box, which should be located either close to the main point of entry for electricity in your home (this may in fact be in a communal hallway). It will either have fuses or trip switches.

Modern electric circuits are fitted with circuit breaker fuse system. A switch will tripped and the circuit will be broken, stopping power the circuit if a fault develops. Older units will have fuses that may need to be replaced. If in doubt, please contact your **property manager**.

## When a switch is tripped:

Open the cover on the fuse box to expose the trip switches. Check which switches have tripped to the OFF position and put them back to the ON position. For more detail, please refer to any user manual supplied.

## Overloading Plugs:

A common cause of electricity trips or faults is overloading plugs and blowing fuses. Therefore do not use multiple adaptors on single plug sockets and be sure to check the appliance fuse. If a contractor is called out due to this kind of user error, you are likely to be liable for the cost.

# Leaking, burst or frozen pipes

Please contact your property manager and take the following precautions

## When pipes leak:

- Place a dish or bowl underneath the leak.
- Pull back and carpets and lay down towels to absorb the dampness.

## When pipes burst:

- Turn off the water at the main stopcock and switch off any water heaters.
- Open all taps to drain water from the system.
- Can it be isolated? Some appliances have their own isolation valve which can be used these to stop their water supply.

## If electric fittings get wet:

- Do not touch. Turn off electricity at the Fuse Box. **See above.**

# Controlling your central heating

*During freezing spells, keep the heating on to prevent the pipes from freezing. Turning the thermostat down to 10C can prevent this when you are out.*

## **How to control the temperature:**

The thermostat maintains the temperature in your property. To set it, turn the dial so that the arrow or marker indicates the temperature desired. A comfortable temperature is between 18C and 22C.

On many systems, the temperature of individual radiators can be controlled via the turn knobs on the side.

## **How to set a digital timer:**

Check the clock is showing the correct time. If not, put the timer switch to 'clock' and adjust the time. Reset the timer switch to 'auto' and set the 'heating' and 'hot water' switches to come on once, twice or stay on all the time as you require.

## **How to set a clock timer:**

Turn the clock until it is showing the correct time. Decide when you want the heating to come on and off and arrange the pins or arrows for those times.

# Condensation

Condensation occurs when there is an excessive build up of moisture in the air. There is always moisture in the air, but people create additional moisture in their homes by:

- Cooking or boiling water
- Taking Baths or showers
- Drying clothes indoors

Condensation is worsened by extreme differences in temperature, such as the outside temperature in cold weather versus the inside temperature in your home. This is why condensation is usually worse in the colder season.

If condensation cannot dry out, it will cause mould on walls, in cupboards and on windowsills, and mildew to form on clothes and upholstery.



There are four things you can do to stop condensation forming:

- Produce less moisture: Cover pans and turn down the heat when boiling; switch off boiling kettles; and dry clothes outside, or in a well-ventilated room.
- Ventilate to let moisture out. Open a kitchen or bathroom window to let steam escape (in conjunction with the use of an extractor fan), and open windows for a while each day to allow air to circulate through your property.
- Keep your home warm. Drastic changes in the ambient temperature in your home can lead to more condensation.
- Wipe down anywhere where moisture settles.

## Washing Machine

To keep your washing machine in good running order, you should carry out a maintenance wash once a month, to dissolve any mould or soap scum build up in the machine.

*Tip: Leave the door on your washing machine open for a while after a wash to prevent damp build up.*

### Maintenance washes:

These should be carried out once a month to keep your machine in clean working order. They should also be carried out if you find any mould building up in your machine, or the machine starts to smell damp.

- Do not put any clothes in the machine
- Fill the soap dispense with soda crystals, not normal detergent. (Soda Crystals are available from most supermarkets and DIY Stores)
- Set your machine on a hot wash and allow it to complete the cycle.

### Washer Dryer Notice

*Please be aware that most washer dryer units cannot take the same load in washing as in drying. Always refer to the user guide and do not exceed the recommended limits.*

### Removing mould:

Black mould can form on the door seal, particularly if you don't allow the machine to dry out between washes, or you don't carry out maintenance washes. This is best removed by using rubber gloves and making sure you remove all mould from the layers of inner and outer door seals, followed with a maintenance wash. **see above**

### **Checking the pump filter:**

Many problems, such as the washing machine not draining properly or completing its cycle are caused by foreign objects finding their way into the pump area. You should ensure that all small objects are removed from pockets to prevent this from happening.

Please refer to the appliance handbook to gain access to the pump area and remove such objects and be advised that any damage to the appliance caused by this sort of item will be charged to you.

If you cannot gain access to the pump filter or you are unable to carry out the handbook instructions, contact your **property manager**, who will arrange for an engineer to attend.

**If a contractor is called out due to this kind of user error, you are likely to be liable for the cost.**

## *Clearing blockages*

Most blockages are caused by a build up of foreign objects, such as food, grease or hair in your drains. You should use a drain cleaning product every so often to clear the drains, available from most Supermarkets and DIY Stores.

If a blockage is caused by your misuse in this way, you are likely to be held liable for the full cost of clearing the blockage. Therefore, you should attempt to clear any blockages yourself before contacting your property manager.

### **If more than one fitting is blocked:**

The problem may be in the soil stack or the main drain. This will need to be cleared by one of our contractors. Call your **property manager** during office hours.

## *Overflows*

### **To stop an overflow:**

If the toilet cistern is overflowing, try lifting the float to close the ball valve. If this stops the overflow, try to tie it up, and contact your property manager during office hours.

## Saniflo toilets

Some toilets are fitted with a Saniflo Macerator Pump, which breaks up material and pumps water into the drains of the property. The important thing to note with Saniflo toilets is that you cannot put anything other than small amounts of toilet paper down them. Any larger items can break the macerator. It is expensive to replace Saniflo toilets and if they break down due to misuse, you will be charged for repair and/or replacement.

## Bleeding Radiators

### When to do it:

If the top part of a radiator is cold, when the bottom part of it is warm, it means air is trapped within the system. Bleeding the radiator releases this air and allows hot water to fill the whole system.

### Before Bleeding:

If the radiator is cold, check that the radiator valve is turned up. If more than one radiator is cold, the whole system may need to be checked by a heating engineer. Please contact your property manager during working hours.

Turn off the heating system before bleeding; otherwise the pump might draw more air into the system. Make sure the radiator in question is cold to prevent injury. You will need a special radiator key, available from most DIY and hardware shops. You will also need a rag cloth and a bowl in case water escapes from the system.

### How to Bleed:

The bleed valve is the small square nut situated at the top end of the radiator. Place the key over the valve and hold the cloth around it to catch any water. Gently turn the key anti-clockwise until you hear a hiss – this is the air being released. When water starts to come through, turn the key back clockwise to shut the valve off. DO NOT unscrew the valve completely as the plug will come out.

## *Kitchen extractor filters*

The filters on kitchen extractor hoods should be cleaned regularly to ensure that they continue to work. You will notice discolouration when the filter needs to be replaced. If you don't look after the filter, grease will build up around the cooker.

## *Changing light bulbs and batteries*

It is your responsibility to change the bulbs and batteries in your property. Normal and halogen bulbs can be purchased from most hardware shops.

### **Changing bulbs:**

- Turn off the light at the switch. To be safe, switching off the 'lights' circuit on your fuse box is the safest option.
- Give the bulb time to cool.
- Remove the bulb with a light but firm grip. It is a good idea to use a cloth glove or other soft glove to avoid direct contact with the bulb.
- Replace with the same bulb type and turn the system back on.

### **Changing batteries:**

You should carry out regular checks on your smoke detectors using the test button to ensure they are working.

Most of them are fitted with readily available 9 Volt batteries (the rectangular ones) and are easily replaced by opening the device.

## *pest control*

It is your responsibility to carry out pest control. Traps and bait can be bought from some Supermarkets, or DIY Stores.

If the problem persists, please contact your property manager during office hours so we may arrange a pest controller visit.

### **Mice:**

Mice are one of the most common types of pest in London and it can be very difficult to exclude them from properties, particularly conversion flats and terraced houses, as there so many points of entry.

To lessen the likelihood of mice in your property you should ensure that:

- Food is stored in sealed containers and put away in cupboards/on shelves away from the floor.
- Food crumbs are cleaned away immediately.
- Waste is kept in closed bins and removed from the property regularly for the local authority waste collection service to remove. Check your local authority website for a calendar of their collection service.

# Troubleshooting

## My electric oven has stopped working:

- You may have accidentally re-set the timer. Check and re-set your clock.
- If there is no power at all, check your fuse box to be sure that the circuit hasn't been broken.  
*See 'Checking your Fuse Box'*

## My washing machine has stopped draining, or has stopped mid-cycle:

- Your pump filter is probably blocked. Drain the machine and check the filter for foreign objects.  
*See 'Washing Machines' for how-to guide*

## My sink is draining slowly/not draining at all:

- This is likely to be caused by a build up of food and limescale. Buy a sink/drain unblocking liquid to remove the blockage.  
*See 'Clearing Blockages'*

## My dishwasher isn't washing my crockery properly:

- You may need to replace your rinse aid or dishwasher salt. Both can be bought from supermarkets and are easily topped up. Check your appliance manual for further info.

## My radiators aren't hot all the way up:

- There is too much air in the system. You need to bleed your radiators.  
*See 'Bleeding Radiators'*

## My central heating isn't working properly:

- Have you checked that the thermostat isn't set too low and that the timer is set correctly on the boiler?  
*See 'Controlling Central Heating'*



## At the end

### Change of Tenancy:

During your tenancy period, there may arise a situation whereby one of the joint tenants on the agreement wishes to move out whilst the others remain. This may be possible, at your Landlord's discretion, but the following steps have to be followed in order to do so:

- It would be your responsibility to find a suitable replacement tenant; either a full time working individual who would be able to pay your share of the rent or student with a UK Homeowner Guarantor.
- He/she will have to undergo reference checks and pay the reference and administration charges of £180 inc VAT to **David Andrew Estates**.
- The incoming tenant will have to agree to us in writing the state of the original inventory as agreed with the original tenants.
- Once the new tenant has been successfully referenced and the Landlord has agreed to the change of tenancy, all the tenants will have to sign a new contract, at a cost of £90 in administrative fees.
- The incoming tenant would have to arrange with the outgoing tenant to pay his or her share of the deposit to him/her. **David Andrew Estates** do not get involved in the change of deposit transfer.
- Once we receive confirmation from the outgoing tenant that his share of the deposit has been repaid, we will issue a new Deposit Protection Certificate.

*Please note that until a new contract has been signed, the original contract is still valid and its named tenants are bound by it for all Rent and Bills.*

### Renewing a contract:

At least two months prior to your lease expiring, your **property manager** will be in contact with you to advise whether your Landlord has agreed to another term. Please respond with your wishes either way as, should you not wish to stay on, the property would need to be remarketed.



## Ending the tenancy

Should you wish not to renew your lease at the property, please find below a checklist of what to do to ensure a smooth running of this process.

## Move out checklist

- Take necessary meter readings and provide these to the utility companies – you will be held liable for any unpaid bills during your tenancy term.
- Provide **David Andrew Estates** with your final utility bills and/or providers details (Council, gas, electricity and water)
- Cleaning and check out procedures – our inventory team will be in touch where applicable to arrange for a check out. Please have the property returned to the same state of cleanliness as it was handed in.

## Deposit refund

Your deposit cannot be refunded until the following documents have been emailed to your **property manager**.

- Copies of final PAID bills, gas, electricity, water, council tax
- Your bank account details for the return of your deposit.
- Your forwarding address

Once we have received these documents and the check-out report has been received we will email you any deductions which the landlord feels need to be made from your deposit for your approval.

*Please note that the most common deduction is the professional end of tenancy clean having not been carried out.*

# Emergencies

The following are suggestions of what to do in case of an emergency situation.

## Fire

In case of fire, Dial 999.

Get everybody out and do not go back for any reason.

Close all doors and windows.

Warn your neighbours if any of them might be in danger.

If you live in a block of flats set off the communal fire alarm.

## Smell of Gas

Open the doors and windows to get rid of the gas.

Check to see if the gas has been left on unlit, or the pilot light has gone out. If so, turn off the appliance, and do not try to relight it until all smell of gas has been cleared from the property.

If the leak cannot be stopped by turning off an appliance, or you are uncertain whether it has been stopped, turn the main gas supply off at the meter: see helpful tips and phone the gas emergency service immediately: **National Grid 0800 111 999**.

Do not turn any electrical switches on and off.

Do not use the door bell.

Do not smoke.

Do not use matches or naked flames.

## Bursting or leaking pipes

Turn off the water at the mains.

If electrics are affected, turn off the electricity at the fuse box.  
**See 'Turning off Electricity'.**

Call your **property manager**.

## Loss of electricity

If your neighbours are also affected, call your electricity company (check your electricity bill for the number).

Check your Fuse Box to see if a switch has tripped or a fuse blown.

If none of the above apply and the problem persists, call your **property manager**.

**The property management office is closed;  
Should you call the emergency line?**

Please ensure you have first checked the items listed in **'What to do in an emergency'**.

An emergency is something that could not have been foreseen, and which could cause serious damage to the property. If a contractor is called out as an emergency when an emergency repair is not justified, you may be liable for all costs concerned.

Emergency contractors will attend to make the property safe to enable full and proper repairs to be undertaken during normal working hours.

If you experience an emergency as outlined above and the Office is closed because of Bank Holiday, please take the preventative measures outline previously and contact **07432 529902** where you can leave a detailed message quoting the property address, the nature of the emergency and your name and contact details. We take emergencies very seriously and we will endeavour to resolve the situation as soon as possible.

# Contacts

## **For property management enquiries:**

If your property is managed by **David Andrew Estates**, your dedicated **property manager** will be introduced to you upon move in and their contact details will be provided.

For all other management enquiries, please address the below:

### **David Andrew Property Management**

167 Stroud Green Road

London N4 3PZ

(0) 207 281 2000 (option 4)

[propertymanagement@davidandrew.co.uk](mailto:propertymanagement@davidandrew.co.uk)

Please note that if you request a repair and the problem turns out to be user error, you will be liable for the cost of the call out.

We ask that you submit maintenance request in writing and provide us with pictures where applicable so as to best help us with your request and keep a written trace of your issue.

## **For Accounts Enquiries:**

Please only contact the below for issues involving rent payments to **David Andrew Estates**.

Our Client Account Administrator:

[prima@davidandrew.co.uk](mailto:prima@davidandrew.co.uk)  
(0)203 370 5208

## **Account Details:**

**Bank Name**           Lloyds TSB  
19 Upper Street  
London N1

**Account Name**     David Andrew Estates Client Account

**Account Number**  00349697

**Sort Code**           30-94-57

Please quote your property address as reference for any payments.

# Utility providers

*Please note that you should take meter readings at the commencement and end of your tenancy and make arrangements to take over utility costs where applicable. Please find below a list of the local service providers.*

## **Council Tax:**

### **Borough of Harringay**

Harringay Council, Civic Centre, High Road, Wood Green, N22 8LE

Telephone number - (0)208 489 0000

[www.haringey.gov.uk](http://www.haringey.gov.uk)

### **Borough of Islington**

Islington Council, 222 Upper Street London, N1 1XR

Telephone Number - (0)207 527 2000

[www.islington.gov.uk](http://www.islington.gov.uk)

### **Borough of Camden**

Town Hall Extension, Argyle Street, London, WC1H 8NJ

Telephone Number - (0)207 974 4444

[www.camden.gov.uk](http://www.camden.gov.uk)

### **Borough of Hackney**

Hackney Service Centre, 1 Hillman Street, London, E8 1DY

Telephone Number - (0)208 356 3000

[www.hackney.gov.uk](http://www.hackney.gov.uk)

## **Water:**

### **Thames Water**

Thames Water, PO Box 286, Swindon, SN38 2RA

Telephone number - (0)845 9200 888

[www.thameswater.co.uk](http://www.thameswater.co.uk)

## **Gas/Electricity:**

### **British Gas**

British Gas, PO Box 4805 WORTHING, BN11 9QW

Telephone number - (0)800 048 0202

Emergency number for gas leaks - (0)800 111 999

[www.britishgas.co.uk](http://www.britishgas.co.uk)

### **EDF Energy**

EDF Energy, Customer Service Team, Osprey House, Osprey Road, EXETER, EX2 7WN

Telephone number - (0)800 096 9000

Emergency number - (0)800 111 999

[www.edfenergy.com](http://www.edfenergy.com)

## Gas/Electricity Cont.:

### **Npower**

PO Box 93, Peterlee, SR8 2XX  
Telephone number - (0)845 166 3166  
Emergency number - (0)800 111 999  
[www.npower.com](http://www.npower.com)

### **Scottish Power**

Telephone number - (0)800 408 1644  
[www.scottishpower.co.uk](http://www.scottishpower.co.uk)

### **E on**

E.ON, PO Box 7750, Nottingham, NG1 6WR  
Telephone number- (0)800 051 0760  
[www.eonenergy.com](http://www.eonenergy.com)

### **Scottish and Southern Energy**

Scottish and Southern Energy plc, Inveralmond House, 200 Dunkeld Road,  
Perth PH1 3AQ UK  
Telephone number - (0)1738 45 6000  
[www.sse.com](http://www.sse.com)

## *Miscealaneous*

If you would like to arrange a regular clean, we can recommend the following:

### **Advance Cleaning and Maid Services**

07775 792 093  
[liliangray@me.com](mailto:liliangray@me.com)

**DAVID  
ANDREW**

your  
most  
valuable  
asset